

Bureau of Health Care Quality & Compliance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NVS5391PCA	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/23/2009
NAME OF PROVIDER OR SUPPLIER FAMILY FIRST HOME CARE		STREET ADDRESS, CITY, STATE, ZIP CODE 800 N RAINBOW STE 121 LAS VEGAS, NV 89107		
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P 000	<p>Initial Comments</p> <p>Surveyor: 27286 This findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state or local laws.</p> <p>This Statement of Deficiencies was generated as a result of the initial State Licensure survey conducted in your agency on July 23, 2009. This State Licensure survey was conducted by the authority of NRS 449.150, Powers of the Health Division.</p> <p>The agency has applied for a license as a Personal Care Aide Agency which provides in-home personal care services to elderly and disabled persons.</p> <p>The census at the time of the survey was zero clients. One mock client file was reviewed and one mock employee file was reviewed along with the Policy and Procedure Manual.</p> <p>The following deficiencies were identified:</p>	P 000		
P 140 SS=A	<p>Section 15(5) Infectious Disease</p> <p>5. Provide for the prevention, control and investigation of infections and communicable diseases;</p> <p>This STANDARD is not met as evidenced by: Surveyor: 27286 Based on record review, the agency did not have a policy to provide for the investigation of</p>	P 140		

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TITLE

(X6) DATE

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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P 140	Continued From page 1 infections and communicable diseases. Findings include: The agency policy and procedure manual was reviewed. The policy or procedure lacked documented evidence describing how the agency would investigate infections and communicable diseases. Severity: 1 Scope: 1	P 140		
P 160 SS=A	Section 15(7) Attendant Assignment/Supervision 7. Provide a description of the manner in which the agency assigns attendants to provide personal care services to clients and any supervision of those services that will be provided by the agency; This STANDARD is not met as evidenced by: Surveyor: 27286 Based on record review and interview, the agency's policies and procedures failed to provide a description of the manner in which it assigns attendants to provide services. Findings include: The agency policy and procedure manual was reviewed. The policy or procedure lacked documented evidence of a description of how the agency assigns attendants to provide services to clients. The administrator was interviewed and provided a verbal description of how assignments are made, but it wasn't in the policy manual.	P 160		

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P 160	Continued From page 2 Severity: 1 Scope: 1	P 160		
P 170 SS=A	Section 15(8) Documentation of Care 8. Provide for documentation of the needs of each client and the personal care services that are provided to the client; This STANDARD is not met as evidenced by: Surveyor: 27286 Based on record review and interview, the agency's policy and procedure manual lacked a description of the manner in which it provides for the documentation of the needs of each client and the personal care services that are provided to the client. Findings include: The agency's policy and procedure manual was reviewed. The policy or procedure lacked documented evidence of a description of how the agency would document the needs of each client and the personal care services that are provided to the client. The administrator was interviewed and provided a description of the care plan and the PCA's notes but it wasn't in the policy and procedure manual. Severity: 1 Scope: 1	P 170		
P 200 SS=A	Section 15(11) Performance Evaluation 11. Provide for periodic evaluations of the performance of attendants and other members of the staff of the agency;	P 200		

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P 200	Continued From page 3 This STANDARD is not met as evidenced by: Surveyor: 27286 Based on record review, the agency failed to have a policy providing for periodic performance evaluations of staff. Findings include: The agency policy and procedure manual was reviewed. The policy or procedure lacked documented evidence which provided for periodic evaluations of attendants and other staff members of the agency. Severity: 1 Scope: 1	P 200		
P 210 SS=A	Section 15(12) Personnel Records 12. Provide for the maintenance of current personnel records which confirm that the policies and procedures are being followed; and This STANDARD is not met as evidenced by: Surveyor: 27286 Based on record review, the agency failed to have a policy providing for the maintenance of current personnel records which confirm that the policies and procedures are being followed. Findings include: The agency policy and procedure manual was reviewed. The policy or procedure lacked documented evidence which confirmed how the agency would maintain the personnel records to show that the policies and procedures were being	P 210		

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P 210	Continued From page 4 followed. Severity: 1 Scope: 1	P 210		
P 320 SS=A	Section 19.1(c) Training Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (1) In the written documentation of: (I) Personal care services provided to the clients of the agency; and (II) Verification of time records. (2) In the rights of clients, including, without limitation, training in methods to protect client confidentiality pursuant to state and federal regulations. (3) Related to the special needs of elderly persons and persons with disabilities, including, without limitation, training in the sensory, physical and cognitive changes related to the aging process. (4) Related to communication skills, including, without limitation, active listening, problem solving, conflict resolution and techniques for communicating through alternative modes with persons with communication or sensory impairments. This STANDARD is not met as evidenced by: Surveyor: 27286 Based on record review, the agency failed to provide a training syllabus to show how the Personal Care Attendants were to be trained before caring for clients. Severity: 1 Scope: 1	P 320		

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P 340	Continued From page 5	P 340			
P 340 SS=A	<p>Section 19.1(c)(6)(I-III) Training</p> <p>Sec. 19. 1. Each attendant of an agency shall:</p> <p>(c) Receive training:</p> <p>(6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics:</p> <p>(I) Duties and responsibilities of attendants and the appropriate techniques for providing personal care services;</p> <p>(II) Recognizing and responding to emergencies, including, without limitation, fires and medical emergencies;</p> <p>(III) Dealing with adverse behaviors;</p> <p>This STANDARD is not met as evidenced by:</p> <p>Surveyor: 27286</p> <p>Based on record review, the agency failed to provide a training syllabus to show how the Personal Care Attendants were to be trained before caring for clients.</p> <p>Severity: 1 Scope: 1</p>	P 340			
P 350 SS=A	<p>Section 19.1(c)(6)(IV) Training Nutrion</p> <p>Sec. 19. 1. Each attendant of an agency shall:</p> <p>(c) Receive training:</p> <p>(6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics:</p> <p>(IV) Nutrition and hydration, including, without limitation, special diets and meal preparation and service;</p> <p>This STANDARD is not met as evidenced by:</p> <p>Surveyor: 27286</p>	P 350			

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P 350	Continued From page 6 Based on record review, the agency failed to provide a training syllabus to show how the Personal Care Attendants were to be trained before caring for clients. Severity: 1 Scope: 1	P 350			
P 360 SS=A	Section 19.1(c)(6)(V) Training Bowel/Bladder Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics: (V) Bowel and bladder care, including, without limitation, routine care associated with toileting, routine maintenance of an indwelling catheter drainage system such as emptying the bag and positioning, routine care of colostomies such as emptying and changing the bag, signs and symptoms of urinary tract infections, and common bowel problems, including, without limitation, constipation and diarrhea; This STANDARD is not met as evidenced by: Surveyor: 27286 Based on record review, the agency failed to provide a training syllabus to show how the Personal Care Attendants were to be trained before caring for clients. Severity: 1 Scope: 1	P 360			
P 370 SS=A	Section 19.1(c)(6)(VI-VII) Training Skin	P 370			

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P 370	Continued From page 7 Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics: (VI) Skin care, including, without limitation, interventions that prevent pressure sores, routine inspections of the skin and reporting skin redness, discoloration or breakdown to the client or a representative of the client and to the administrator of the agency or his designee; (VII) Methods and techniques to prevent skin breakdown, contractures and falls; This STANDARD is not met as evidenced by: Surveyor: 27286 Based on record review, the agency failed to provide a training syllabus to show how the Personal Care Attendants were to be trained before caring for clients. Severity: 1 Scope: 1	P 370		
P 380 SS=A	Section 19.1(c)(6)(VIII) Training Hand Washing Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics: (VIII) Hand washing and infection control; This STANDARD is not met as evidenced by:	P 380		

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P 380	Continued From page 8 Surveyor: 27286 Based on record review, the agency failed to provide a training syllabus to show how the Personal Care Attendants were to be trained before caring for clients. Severity: 1 Scope: 1	P 380		
P 390 SS=A	Section 19.1(c)(6)(IX) Training Body Mechanics Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following topics: (IX) Body mechanics, mobility and transfer techniques, including, without limitation, simple nonprescribed range of motion; and This STANDARD is not met as evidenced by: Surveyor: 27286 Based on record review, the agency failed to provide a training syllabus to show how the Personal Care Attendants were to be trained before caring for clients. Severity: 1 Scope: 1	P 390		
P 400 SS=A	Section 19.1(c)(6)(X) Training Safe Environment Sec. 19. 1. Each attendant of an agency shall: (c) Receive training: (6) That is specifically related to the personal care services provided by the agency, including, as applicable, training in the following	P 400		

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P 400	Continued From page 9 topics: (X) Maintenance of a clean and safe environment. This STANDARD is not met as evidenced by: Surveyor: 27286 Based on record review, the agency failed to provide a training syllabus to show how the Personal Care Attendants were to be trained before caring for clients. Severity: 1 Scope: 1	P 400			
P 430 SS=A	Section 20.1(2) Disclosure Statement 2. The written disclosure statement must include a description of and information concerning the personal care services offered by the agency, including, without limitation: (a) A statement which is easily understandable to the client indicating that it is not within the scope of the license of the agency to manage the medical and health conditions of clients should the conditions become unstable or unpredictable; (b) The qualifications and training requirements for the attendants who provide personal care services to the clients of the agency; (c) The charges for the personal care services provided by the agency; (d) A description of billing methods, payment systems, due dates for bills for personal care services and the policy for notifying clients of increases in the costs of personal care services provided by the agency; (e) The criteria, circumstances or conditions which may result in the termination of personal care services by the agency and the	P 430			

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P 430	Continued From page 10 policy for notifying clients of such termination of personal care services; (f) Procedures for contacting the administrator of the agency or his designee during all hours in which personal care services are provided and the on-call policy of the agency; and (g) Information concerning the rights of clients and the grievance procedure of the agency. This STANDARD is not met as evidenced by: Surveyor: 27286 Based on record review, the agency's Disclosure Statement failed to contain all of the required information. Findings include: The agency's Disclosure Statement lacked the following required disclosure information: (d) A description of billing methods, payment systems, due dates for bills for personal care services and the policy for notifying clients of increases in the costs of personal care services provided by the agency Severity: 1 Scope: 1	P 430			
P 500 SS=A	Section 22.1(3) Prior to Initiation of Services 3. The agency shall complete the following tasks before providing the personal care services outlined in the service plan established for the client and as often as necessary if the service plan is revised: (a) Evaluate whether the agency has sufficient resources and the capability to satisfy the	P 500			

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P 500	<p>Continued From page 11</p> <p>requests of the client and to provide the client with the personal care services described in the service plan;</p> <p>(b) Review the service plan with the client, including, without limitation, the schedule for the provision of personal care services to the client, the procedure to follow if an attendant fails to provide personal care services in accordance with the service plan, the hiring and training policies of the agency, the responsibilities of the agency, the procedure for filing a grievance or complaint and any personal care services that an attendant is prohibited from providing pursuant to section 23 of this regulation;</p> <p>(c) Review the procedure to be followed if an attendant does not appear for a scheduled visit and the procedure to be followed if an additional visit from an attendant is required;</p> <p>(d) Ensure that the personal care services requested by the client are services which assist the client with the activities of daily living; and</p> <p>(e) Ensure that the agency is coordinating the personal care services that it will be providing to the client with the care and services available to the client from other organizations and persons.</p> <p>This STANDARD is not met as evidenced by: Surveyor: 27286 Based on record review, the agency failed to provide in their Disclosure Statement the procedure to be followed if an attendant does not appear for a scheduled visit, or if an additional visit from an attendant is required.</p> <p>Findings include:</p> <p>The Disclosure Statement was reviewed and there lacked direction stating what the client</p>	P 500		

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P 500	Continued From page 12 should do if an attendant did not appear for a scheduled visit, or if an additional visit from an attendant was required. Severity: 1 Scope: 1	P 500			

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